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#### Video for Change A Guide for Advocacy and Activism

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Appendices including Video Action Plan, Footage Description Forms, Sample Consents and Releases, Pre-production and Production Checklists, Script Formats and Costing-out Distribution Strategies

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- Use the WITNESS forum at <u>www.witness.org/forum</u> to tell others about your own experiences using video for change.

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## Appendix I WITNESS Video Action Plan

Organization Name: Your Name: Your Position:

Date:

This is a version of the WITNESS Video Action Plan (VAP) – a questionnaire designed to assist our partners in developing a plan to detrics, logistical preparations, skills, and the visual literacy required to successfully create a video advocacy project. It integrate video into their human rights advocacy work. This VAP should guide you through the process of thinking about the should be used as a starting point for thinking through a project, as well as setting realistic expectations and timelines to successfully meet your goals.

For guidance in filling out this document, please refer to the following documents:

WITNESS training materials at www.witness.org/training.

Finally, please note that the tables and charts throughout this document are meant as a guide. You need not use them if you'd prefer to write/print on a separate sheet of paper.

## PART 1: Overall Video Advocacy Framework

## Outline of Objectives and Audience

Remember, the most successful video advocacy is generally implemented to support a specific campaign where video is strategically and tactically used in tandem with other advocacy activities and tools such as written reports, briefings, events etc., and in support of a specific, defined advocacy objective.

two years? Are there specific key advocacy events of relevance to your objectives? If so, please list them, and note why they 1) Across your organization, what are your key advocacy objectives and the tactics you will use to pursue them over the next are important.

OBJECTIVE	ADVOCACY TACTIC KEY EVENTS	KEY EVENTS	NAMES AND DUTIES OF PEOPLE INVOLVED	OTHER NGOS OR STAKEHOLDERS INVOLVED IN THIS PROJECT
1.				
2.				
3.				

2) Please expand on what are the specific objectives for change in policy and practice that your video will advocate for. Be specific on how you would know if you had been successful in achieving these objectives. Note that you can have both primary and secondary objectives. Add additional rows to the table as needed.

SPECIFIC POLICY OR CHANGE OBJECTIVE   MEASURE OF SUCCESS?				
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3) For your video project, who are your audiences? Audiences should have the ability to influence your advocacy objectives, either directly or indirectly. Please list in the table specific organizations and/or individuals you would target for distribution. Use the guide of possible types of audiences below, but feel free to add any audiences that you feel are relevant to your issue.

TYPE OF AUDIENCE	LOCAL	NATIONAL	REGIONAL	INTERNATIONAL
Courts, tribunals and other judicial bodies				
Legislative and Executive bodies				
Human rights bodies,				
Commissions, special				
rapporteurs, working groups, etc.				
Key decision-makers with				
influence on human rights				
issues (financial institutions,				
corporations, aid agencies,				
NGOs. solidarity groups and				
community-based				
organizations				
Press and media (including				
television, internet and radio)				
General public				
Other?				

4) Please analyze your audiences, ranked in order of significance, in the table below. Use the example provided in the table as a guide.

AUDIENCE	ACTION SOUGHT	AWARENESS	PERSPECTIVE	MESSAGE	STORY/VOICES	DISTRIBUTION
What is the specific audience group) that you want to reach?	What do you want this audience to do? (please relate to objectives for change in question 2)	Audience's current level of awareness of issue	Audience perspective on issue (negative, neutral, positive etc.)	What you are trying to convey to this audience so that they will take action?	What story and what people in a video will persuade or move your audience to action?	How and when would you reach this audience? Is there a strategic moment to reach this audience? (e.g. via public/private screenings, legal hearings, conferences, direct contact, the mass media). Be as specific as possible with dates and opportunities.
Senegalese President	Financial and policy commitment to support landmine victims	High, we have been doing a lot of advocacy work directed at the Senegalese government on behalf of landmine victims	Neutral but no policy/legislation or action has been made to assist these victims	You have the ability to provide provide landport to landport to adequately funding support support services.	The human impact of landmines, the urgency of the need to assist victims and the illegality of non-assistance. Voices of victims, as well as informed neutral experts recommending action.	Via a private screening on December 12, 2004 organized with other NGOs in our anti-landmines coalition.

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_					
L					

- 5) What length, stylistic approach and language do you think will be optimal for your primary audience? If you are choosing to target multiple audiences, will these require a different language, length or style of video? If so, please give details.
- What other organizations, networks and alliances have you worked with, or do you plan to work with in this video advocacy campaign? Please describe how you have worked with them in the past or envision working with them. 9
- Are there any security risks associated with filming and then widespread dissemination of the video footage outside or within the country, either for the person who has filmed the footage or the people featured in the video? If so, please  $\sim$
- to include and what you want to avoid? Please be specific in naming any videos that exist, or indicate if there is no current that your organization proposes add to this video material? What can you learn from existing videos about what you want Please list any existing or in-progress videos or documentaries related to your advocacy focus. How will the video project related video material.
- 9) How has the media portrayed the issue (if at all)? Has that helped or hindered your advocacy strategy? How would you want the approach of your video to be different?

## PART 2: Planning the Video

## Strategy: Message, Story and Storyteller

1) Write a paragraph that describes the story that viewers will see in your video. This should not be a summary of the video's message or an analysis, but a description of how you visualize the story unfolding.

Two examples would be

- continue living and working. They explain the lack of medical assistance, and the socio-economic and psychological effects of voiced by the victims, to the government and the international community to meet their obligations to provide assistance to - "In the Casamance region of Senegal we see a fertile, prosperous city and countryside contrasted to the plight of landmine victims. We follow the lives of four landmine victims of differing ages, genders and social classes, each of whom is trying to victims of landmines, cease the use of landmines and to de-mine the region, as is stipulated under the Mine Ban Treaty to landmines on their lives. Their personal experiences are reinforced through expert interviews, culminating in an appeal, which Senegal is a signatory."
- imited food, access to healthcare and education, and security. Villagers of all ages as well as children show us how they live, talk about their experiences and personal stories, and talk about their hopes and fears, and hopes and fears for their children. - "First we see images of the offensive by the Burmese military government that took place at the end of 2004, and then the They stay in small groups near their fields, living in temporary homes, and avoiding their villages in the plains. They have continuing life of the villagers in the war zone in 2005, in which they are always faced with the fears and possible threats. The video shows the continuing insecurity faced by people, and that additional support is needed for internally displaced people in Burma, as well as pressure on the government to stop attacks on these people."

Think visually and verbally - every word should describe something you see in the video.

- 2) Among the messages you identified in your Audience chart, what will be the most important messages of the video?
- 3) Who can tell your story most compellingly for your audience? Remember that compelling and memorable individual, personal stories are part of most powerful videos and stories, and that an "expert" interview may give credibility and help

elaborate nuanced legal or policy obligations. You may consider how you would tell "both sides of the story" or explain why this is infeasible or ill advised. Consider that 'who' tells the story can also include the narrator.

person? Narrators can play a very useful role in helping to structure the film, and fill in the gaps in information. However, recognition and their availability/accessibility etc. In the event that this person may not be available to provide narration 4) If you plan to use a narrator in the film, who would be your first choice of narrator and how will you get access to this or some audiences, narration may be perceived to be manipulative or indicative of a particular point of view/opinion. Issues to consider in the choice of narration include credibility of the narrator, gender, national origin, celebrith for the video, please also draft a list of other potential narrators.

# PART 3: The Pre-production, Production and Post-production process.

production includes researching the issue at hand, fleshing out the themes to be explored, preparing outlines for what you want to cover in your ideo, making logistical arrangements and fundraising. During the production phase, the filming will take place. At the postproduction phase undamental character of each of these phases and begin to think about how your video advocacy plan translates into an actual video. Prethe footage (video material shot) will be logged, transcribed and edited into videos appropriate for the target audience(s). [Logs are written details about the footage on each tape and include descriptions on the location, length, visual and audio content of shots. Transcripts are There are essentially three phases of film-making: pre-production, production and post-production. In this section, you will explore the detailed notes of the content of each tape.]

## Pre-Production and Production

below, and you should include additional ones that are relevant to your specific organization and video advocacy plan. 1) What questions and background research will you need to address before shooting? Common key questions are noted

QUESTIONS	REQUIRED RESEARCH/NOTES
<ol> <li>What are the security risks for people appearing in the film if it is shown locally/regionally/internationally?</li> </ol>	
<ol><li>What kind of consent document will you require of people filmed?</li></ol>	

3. What permissions will you need to film in	
different locations where you would like to film?	
4. Are there any rules of submission for video at	
venues where you plan to show the video for your	
target audience?	
5. How will you identify additional funding for	
the video production and distribution?	
6.	

- 2) What is your organization's policy on security and on consent as it relates to people interviewed or filmed for your human rights documentation?
- 3) What are the audio and visual components that you hope to include in the video? Please use the list in the Appendix to this Video Action Plan as a guide.

a) Existing Materials NOTE: Archive video and photo material, as well as music, can be difficult and expensive to license.

	WHAT IS THE MATERIAL?	HOW WILL YOU OBTAIN ACCESS TO IT?	WHAT RIGHTS NEED TO BE OBTAINED IN ORDER TO USE THIS MATERIAL?
Existing video interviews			
Existing			
tootage shot			
by your			
organization			
Existing			
television or			
video footage			
Existing			
photos			
Existing			
music			

Existing			
sound sources			
(not music or			
interviews)			
Printed			
materials			
related to the			
video			

b) Interviews: List the interviewees you want to video. If you do not have a specific person in mind, give a general description of the type of interviewee you are looking for. Use the example below as a guide.

POSSIBLE SECURITY CONCERNS WITH THIS INTERVIEWEE	Cannot show face, or use real name		
Language	Gbande/English		
LOCATION (AND ANY PERMISSION REQUIRED)	Transitional reintegration center, Monrovia, Liberia. Need to request access from center director		
Objective of Interview	Example: James   Child soldier talking about how he was recruited, his life as a Brown, ex-child soldier, when and how he was demobilized, how he feels about the war, what his civilian life is like and what his hopes and fears are for the future.		
NAME AND FUNCTION OF INTERVIEWEE	Example: James Brown, ex-child soldier		

c) Sequences: Prepare an outline list of the sequences you wish to shoot to tell your story. A sequence is a series of shots that fit together to encapsulate a particular idea or action. Include the locations needed to acquire this material and the reason to include them.

SEQUENCE (DESCRIBE WHAT WE SEE AND PREPARATION/PERMISHEAR)  PREPARATION/PERMISHED)	LOCATION (AND ANY PREPARATION/PERMISSION PROTIBED)	PURPOSE: WHY IS IT TO BE INCLUDED?
Example: Group of ex-child soldiers playing football.	Transitional reintegration center, Monrovia, Liberia. Need permission from center director.	Transitional reintegration center, Show the child soldiers as children.  Monrovia, Liberia. Need permission from center director.
	,	

Choose an interviewee from the list above and draft a list of questions you wish to ask. Please note that interview questions must be open-ended to allow for your interviewee to elaborate the fullest response. For more guidance you should review WITNESS training materials. This is an exercise that you should complete as preparation for each interview you conduct. 4

NAME: LOCATION:	
Questions	
1	
2	
3	
4	
5	
9	
7	
8	
10	

## Plan a production timeline

below. However, the time required for these will depend on the nature, scope and strategy of the particular project, as well as on the time and Outline a timeline for the pre-production, production, post-production and distribution of your first video project. Sample activities are listed energy you are able to commit to the project.

STAGE IN THE PROCESS	АСПУПУ	DATE TO BEGIN DATE TO FINISH	DATE TO FINISH	LOCATION	Person Responsible/Additional Input required
Pre-production	Research on security constraints				
	Research on existing audiovisual materials and other background research				

				_
	Development of video action			
	plan			
	Logistical preparation for filming			
	Fundraising for the production			_
	and distribution/advocacy			_
				_
Production	Filming – Location A			_
	Filming – Location B			_
	Filming – Location C			_
	Filming – Location D			_
	Filming – Location E			_
	Filming – Location F			_
	Filming – Location G			_
				_
Postproduction	Logging and trancribing footage			_
	Preparing a script			_
	Reviewing script with co-			_
	workers and allies			
	Edit video			_
	Key advocacy events to launch			_
	video			
				-

# PART 4: Implementing the Outreach and Advocacy using your Video

In video advocacy, tactical and strategic distribution of the video is the key element in achieving change. It is often not the number of people who have seen the video that is most important but rather whether the video has reached key audiences with a power to make a difference. Distribution can be effected in a number of ways, including face to face meetings, screenings at key events, private screenings, conferences, hearings, briefings, distribution to key advocacy/campaign allies and partners for use in their advocacy etc.

- 1) Will it be useful to develop accompanying materials such as a briefing pack, action kit, fact sheet or screening manual to go with the video? If so, what would they contain?
- Who will be your allies in getting the video to your intended audiences both nationally and internationally (including intended audiences? How can you involve these groups from an early stage in your video advocacy process in order to NGOs, networks, allies, media organizations etc.)? Are there groups who already have the connections to reach your secure their commitment? 6
- 3) What level of media exposure are you looking for with this campaign? Please note any concerns to be aware of in terms of the presentation of the issue in the mass media.
- already have contacts within these organizations? Please note that media organizations may be reluctant to broadcast your advocacy footage or video for a variety of reasons. However, they may still be willing to use some of the material as B-roll If you intend to use the mass media, which media organizations would you target nationally or internationally? Do you for a specific news item or to instigate their own investigation based upon the material presented to them. 4

MEDIA ORGANIZATION	CONTACT	WHAT DIMENSION OF THE VIDEO'S STORY MAY INTEREST THIS MEDIA OUTLET? WHAT WILL
	EXISTING?	BE THE CHALLENGES IN SECURING COVERAGE THAT RETAINS YOUR ADVOCACY MESSAGE?

5) Based on these considerations expand on the audience distribution chart you created in part 1 to create an outreach plan, with additional clear timelines and division of responsibilities.

STATUS OF OUTREACH (TO BE UPDATED AS YOU PROGRESS)	Screening venue identified and booked; planning meeting scheduled with allies						
PARTNER STAFF MEMBER/ OR ALLY RESPONSIBLE FOR OUTREACH	Partner advocacy coordinator						
TIMING	- Coincides with laumch of international advocacy campaign around implementation of landmine convention Prior to public laumch of video and media release.						
DISTRIBUTION	Via a private screening on December 12, 2004 organized with other NGOs in our antilandmines coalition.						
CONTACT DETAILS FOR AUDIENCE	Via Private Secretary at xxxx phone/email						
ACTION SOUGHT	Financial and policy commitment to support landmine victims						
AUDIENCE	Example: Senegalese President						

- build and increase pressure after you have had the opportunity to engage grassroots networks via screenings, and to show The most successful campaigns incorporating video advocacy rely on using different video strategies in sequence, so the impact of one action builds on another? For example, you might coordinate the release of your material to television to the video in a private meeting with decision-makers in tandem with written reports and other advocacy tools. Please consider where there are the possibilities for doing this and incorporate them into the chart above. 9
- internationally, regionally, nationally and locally? What format is optimal for this distribution (VHS Pal/NTSC, DVD, VCD 7) Looking at the distribution audiences you have identified, how many copies of your video will you need to distribute

	VHS-NTSC VHS-PAL	DVD	VCD	BROADCAST-QUALITY COPIES FOR MEDIA USE
Local				
Regional				
International				
USA				

## APPENDIX: AUDIOVISUAL COMPONENTS

What will make this story visually interesting? Can you tell your story using different combinations of visuals and audio components? What will All video is made up of combinations of visual and audio elements. Think creatively and expansively about different kinds of sound and images. have most impact on your audience? What do you have access to given security, budget and time constraints? Can you make a virtue out of necessity?

Some kinds of visuals and audio to think about:

- \* Visual and audio documentation of events happening People doing things, without commentary.
- \* Landscapes, locations and inanimate objects that are part of the story.
- \* Interviews One or more people answering questions, posed to them by an interviewer on or off-camera who may be edited out of the final
- \* Conversations observed People aware of the presence of a camera, but not being interviewed directly.
- \* Conversations or people talking to each other, with the camera unobtrusive or hidden.
- \* Re-enactments Factually accurate recreations of scenes that could not be filmed, or are in the past. Remember that there may be credibility problems with this in the human rights context, particularly if the reasons are unclear to the audience why a scene could not be filmed, or needed to be re-enacted.
- Ξ. \* Expressionistic shots – Often symbolic or artistic, to represent a concept or provide visuals where you do not have access to the location, e.g. nistorical interviews.
  - \* Manipulation of imagery via slow-mo, fast-forward, motion-capture etc.
- \* Still photos or documents Either static or shot with the camera panning/tracking or zooming in or out.
- \* Text including on-screen titles, headlines, and graphics Used for creative and informational purposes, including subtitles for foreign anguages. These are usually added in the editing.
- \* Library, news and archive footage This could be from a professional archive, but also personal memorabilia, and possibly material from other films. Remember footage from a commercial source is usually expensive and complicated to get permission for.
  - \* Blank screen Causing the viewer to reflect on what they have just seen or heard, prime them for what is next, indicate a change of sequence or location, or to emphasize sounds.

## 2. Audio or Sound Elements

- \* Interviewee You can use audio only, or audio from a picture-and-sound interview with audio only used, or both picture and audio used. \* Conversations – Either recorded with the participants' knowledge or unobtrusively/secretly.
  - \* Narration Could be a narrator, the filmmaker or a participant
    - \* Synchronous Sound Sound shot while filming.
- \* Sound effects Individual sounds shot while filming, or at a later point.
  - \* Music This is usually added in editing.
- \* Silence The absence of sound can indicate change of mood or place, or cause the viewer to refocus on the screen.

### Appendix II WITNESS Footage and Tape Description Part 1: Summary

(NOTE: This form may be used for a single tape or for a group of related tapes. Please use the Part 2: Log or Transcript to shotlist or transcribe each individual tape.

Partner / Source Name
Tape Number / Title
Date(s) video was shot
Location(s)
Number of TapesNTSC or PAL?
Raw footageedited footage or productions
Camera Originals or copies?
Should originals or copies be returned to partner?
Is there a contact person for questions regarding permissions or content?
Videographer(s)
Language(s)
Summary of video content: please describe the events on the tape, the background or context, any significant events leading up to these events, the people or groups involved; or attach or reference any relevant documentation:

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Are	there any quality problems with the tape? (e.g. damage, camera function, audio dropout, ambient noise, etc.)
mai	tunction, audio diopout, ambient noise, etc.)
Are gene	there any security or safety concerns or restrictions, specific or eral, relating to this footage? Please describe in detail.

**Summary of Interviews** Please list the names and affiliations of any persons interviewed on the video; if there are security limitations on the use of any interviews, please explain.

Name, Affiliation Signed release? and Notes	Use of Name?	Use of Face?
2		
4		

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APPENDIX: WITNESS For Part 2: Log or Transcript	0 1	otion
Tape Number:	Title:	
Time-code	Description	

(please see shot abbreviations and examples below, and use as many pages as necessary to complete the log.)

## Appendix III Sample Personal Release Form (Short-Form)

I give my unconditional permission to	, its successors,
sponsors, employees, distributors, licensees to record and film me, my voice, and/or unrestricted use of these recordings and film fit in perpetuity. I understand that Producers recordings and films.  I understand that the Producers are relatherefore, I am making it permanent. Furth claims against Producers in connection with films.	my appearance, and to make as in any way the Producers see as shall own all rights in all such lying on this permission and, nermore, I give up any and all
	Signature:
	Printed Name
	Date
	Address
	Telephone Number

### Appendix IV Sample Personal Consent and Release (Long-Form)

I hereby grant to	, its successors, sponsors, employees,
	gnees (the " <u>Producers</u> "), the unrestricted
	icense to use my name and make still and
motion pictures of me and sound i	recordings of my voice (the "Materials"), and
	advertise and exploit all or any part thereof,
	vn or hereinafter to come into existence,
	onnection with their film, the working title
of which is	_ (the "Film") or any derivation thereof.
	copyright and all extensions and renewals
	and in the Materials, which shall be deemed
	ducers pursuant to United States copyright
laws.	
	e that the subject matter of the Film will
	personal nature to me and members of my
	n a light favorable or unfavorable to me or
	on of the Producers, and I hereby waive any violation of my rights to privacy, publicity
, ,	atute or common law in connection with
the Film or any other use of the l	
,	ct in this Consent and Release forthwith, I
* *	le, and hereby release the Producers from
	ons or demands whatsoever in connection
with the use of the Materials of t	
	Signature
	Printed Name
	Timed Paine
	Date
	Dute
	Address
	Telephone Number

#### Appendix V Preproduction and Production Checklist

PREPRODUCTION RESEARCH	NOTES
Key messages?	
Outline of story and style	
Archive footage?	
Music?	
Previous films/books about subject?	
Contacted potential interviewees?	
Organized where and when interview filming will take place?	
Any security threats to consider?	
How will you/subjects travel to and from interview and filming sites?	
Will you film alone?	
Fundraising?	

PRODUCTION CHECKLIST	NOTES
Camera equipment	
Camera	
Lens cloth	
Tapes	
Pen to label tapes	
Silica gel/desiccant for camera bag	
Waterproof cover for camera (may be an umbrella or a real cover)	
Charged batteries	
Charger	
Batteries and extra batteries	
Tripod/tripod head	
Audio equipment	
External microphone(s)	

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Batteries for the microphone(s)	
XLR cables	
Headphones	
Boom pole	
Camera adaptor to hold external microphone	
Lighting equipment	
Light kit (lights, gels, diffuser, clothes pins, stands)	
Reflector	
Gloves	
Forms/Lists	
Producer's list	
Consent/Release forms	
Location permit	
Interpreter/translator confirmation	
Equipment insurance	
Directions, maps of area	
Call-sheet (schedule)	
Shooting plan	
Questions for interviewees	
First aid kit	
All medical, passport information on crew	
Equipment list (with serial numbers)	

#### Appendix VI Script Formatting for Video Documentary

In a typical documentary script video and audio are placed in separate columns:

VIDEO	AUDIO	
WS—View of Salween valley, a remote area near the Thai–Burma border MWS—Track along the shore of a village located on the Salween river MWS—Shots of people harvesting crops CU—Women sifting rice	MUSIC: Karen traditional music NARRATOR: This is the Salween valley, located in the hills near the border between Thailand and Burma. It is mainly home to villagers from the Karen ethnic group, who live from fishing and cultivating fields on the slopes	
WS—Looking downstream on the river MS—Village leader working with his nets in shallows of river	NARRATOR: Taw Say is a leader of one of the villages that line the Salween river NAT. SOUND of river and harvest noises	
MS—Village leader sitting outside of house; with river in background	VILLAGE LEADER: (talks to camera) My name is And for many centuries my family has lived here in the Salween valley	

Usually in the script you will indicate shot size, and camera movement/action.

In the audio column you list narration, or natural sound, or music cues. It can contain narration or a transcript of what the people onscreen are saying, or at least their first and last words to use as cues to begin and end the shot.

### Appendix VII Costing-Out Your Video Distribution Strategy

"Project X" outreach and distribution	Expense detail	Cost
Costs		
Staff time (outreach)	X% of producer's time/salary; Y% Full-time outreach coordinator	
Development and printing of relevant accompanying documentation	X sets of materials at \$Y	
Targeted screenings	Number of conferences and/or special screenings	
Dubs (includes tape stock and dubbing)	\$X per tape x Y tapes	
Post and packing	\$X average (assuming Y domestic/Z international distribution)	
Marketing costs	X sets of material at \$Y	
	Total costs	
Income		
Volunteer time	X volunteers at \$Y equivalent	
Tape sales	X copies at \$Y	
Sales of T-shirts or other items	X sales at \$Y	
Donations		
Ticket sales	X sales at \$Y	
Grants		
	Total income	
	Total surplus/loss (Total costs—Total income)	

#### Budget narrative guide

- Staff time: The budget for this proposal will include staff time to coordinate outreach and distribution of "Project X." including preparing accompanying documentation, identifying appropriate audiences, coordinating outreach, organizing and co-facilitating broadcasts, screenings and conferences, and supporting organizers to hold their own screenings.
- Development and printing of relevant accompanying documentation: Includes the costs of copying/printing accompanying materials and reports, as well as the costs to develop screening materials including staff time.
- Targeted screenings: We are budgeting for X conferences and/or special screenings to be conducted by our staff at relevant venues either with key mass audiences or specific decision-making audiences. Costs in this budget line include domestic/international transportation, conference fees, and lodging for screening facilitators, as well as costs for renting space for screenings where necessary.
- Dubs: We have a target list of some 150 groups/institutions who will benefit from access to free copies of "Project X." This distribution list is based on a detailed breakdown of target groups and outreach strategies.
- Post and packing: Estimated to include envelopes and mailing costs.
- Marketing costs: Including posters, flyers and paid advertisements.
- Volunteer time: Include this in your calculation, but remember that its cash value is only relevant if they replace a role or function that you would otherwise pay for.